



Sales Administrator (Trade)

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Reporting to:	Strategic Director
Line Management:	No direct reports
Location:	Aviemore, Scotland, 95% office / 5% in the field

Job Purpose

The sales administrator plays a vital role in the smooth running of our trade partner trips. Working with the trade sales team you will input client details and information to the CRM system to ensure our agent partner trips are outfitted correctly with respect to rooming arrangements, dietary requirements and correctly sized kit. Compilation of relevant information to send the clients will also ensure our clients arrive well prepared for their adventures.

Key Accountabilities

- Managing the information you are responsible for, ensuring it is accurately recorded in the CRM and accessible to support operational logistics
- Delegated administration tasks to support the needs of the sale steam and wider business

Key Responsibilities

- Inputting data into our CRM system, such as traveller information and rooming allocations to ensure all aspects of our clients travel experience is booked correctly
- Compiling detailed and accurate trip documents to ensure clients are well prepared for their travel adventures
- Creating trip templates and uploading and updating the information within the system making sure it is correct
- Administration tasks relating to various projects to support the adventure consultants and wider team
- Maintaining correct and up to date information and using own initiative to rectify if this is not the case

Skills, Knowledge & Experience

- Experience in sales/admin roles, ideally in the travel & tourism industry
- Excellent attention to detail, even when faced with multiple tasks and deadlines
- Is reliable and flexible to support the team as required
- Excellent IT skills with experience of cloud-based CRM systems, ideally Salesforce, as well as Google Apps and Mac applications
- Practical experience of some of the activities offered by Wilderness Scotland would be an advantage
- A natural collaborator who enjoys working in teams with a diverse range of individuals
- A strong and clear commitment to customer service excellence and “extra mile” delivery
- Is committed to sustainability and is an advocate for wild places and our planet
- A genuine interest and passion for the regions where Wilderness Scotland operates, wild places and adventure would be beneficial